Enterprise Information Systems
Duty Statement

Section:	Strategic Offender Management System (SOMS)
Unit:	Custody Core Team
Position Number:	625-9901-001
Classification:	Correctional Counselor II Specialist
Date:	11/01/16

Supervision: Under the direction of the Correctional Counselor III, Strategic Offender Management System (SOMS), the Correctional Counselor II Specialist (CCII) is responsible for the Correctional Peace Officer business process and the Strategic Offender Management System (SOMS) program for the California Department of Corrections and Rehabilitation (CDCR). The CCII Specialist is responsible for the instructional design, curriculum and work process reviews, directly associated with the SOMS's training materials to ensure the most current and approved, is utilized by Correctional Peace Officers statewide. The Correctional Counselor II Specialist is also responsible for coordinating training activities for staff statewide relating to SOMS system enhancement and maintenance releases. The Correctional Counselor II Specialist provides expertise in custody operations, and is proficient in the interpretation and implementation of current departmental policy and training as it relates to custody, programs, discipline, movement, and general welfare of inmates.

The primary goal of the SOMS Program has been to replace or integrate most of CDCR's legacy and paper based offender management systems for adult offenders into one central data repository in order to extend the availability of information to all system users statewide.

Knowledge: The CC II Specialist must have knowledge of the principles and methods of discipline for Correction and Rehabilitation in order to assist in the development of SOMS as a major part of public safety and correctional policy. The CCII Specialist must possess expert knowledge of Adult Institution programs. The CCII Specialist must understand instructional techniques utilizing electronic media, mass communication and webcast technologies. The CCII Specialist must be knowledgeable in Project Management, Application Development Methodology and Operations.

Scope and Effect: The CCII Specialist will also provide ongoing support to the field regarding system utilization. The CCII Specialist must be familiar with the SOMS application and have the ability to provide critical level support to the field during non-business hours in the capacity of the SOMS Officer of the Day (SOD). The SOD is assigned on a rotating basis and the duties require the incumbent to be on an "On Call" status Mon.-Fri. 5:00 pm to 7:30 am and Sat, Sun, Holidays 24 hours a day while assigned as the SOD. While performing the duties of the SOD the CCII Specialist must be able to analyze complex field issues as they relate to the SOMS application and provide a solution to the requesting staff in how to resolve these issues (typical calls can range from an entire SOMS outage to staff cannot perform inmate counts in SOMS).

Personal Contact: The CCII Specialist consults with or advises the CCIII, Management, Administrative and Executive staff on the planning, development, implementation and coordination of SOMS production sustainment. The CCII Specialist frequently contacts field staff to validate system requirements and to share the status of SOMS. The CCII Specialist is expected to be well organized and communicate effectively, both orally and in written form. The CCII Specialist contributes information for status reports, and reviews documents produced by SOMS staff and vendors. The CCII Specialist also provides verbal presentations to customers and briefings to staff and Department managers.

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Purpose of Contacts: In the normal course of work, the CCII Specialist is expected to identify and communicate the training and operational materials, tools and documentation required to implement SOMS in the institutions. The CCII Specialist may have contact with the following:

- Adult Institutions: Warden, Chief Deputy Warden, Associate Warden, Business Manager, Superintendent, Executive Superintendent, Assistant Superintendent, and Business Operations.
- Headquarters: Office of Fiscal Services, Budget Management, Business Management, Facilities Management, Contract Management, Enterprise Information Services, Human Resources, Labor Relations, Civil Rights, Risk Management, Policy and Evaluation Division and other Headquarters Divisions.
- Audit Groups: State Controller's Office, Department of Finance, Bureau of State Audits and CDCR Office of Audits and Compliance.
- Division of Adult Parole Operations: Director, Associate Director, Parole Administrators, Parole Agents, Business Operations, Automation Groups.

Specific duties include but are not limited to the following:

30 %	Policies, Rules and Regulations

- Reviews all departmental policy to ensure that all current and future development of the Strategic Offender Management System is developed in accordance with laws, departmental policy, rules and regulations relating to the custody and rehabilitation of offenders, to ensure Public, Staff and Inmate safety are protected.
- Review business processes within the Adult Institutions to identify any inconsistencies. Report inconsistencies to User Project Manager (UPM) and other team members and suggest recommendations for standardizing operations.
- Confirms vendor materials is consistant with policy and procedures affecting adult programs.
- SOMS liaison for custody staff statewide.

30 %	Development and Support of the Strategic Offender Management System

- Participate in SOMS developmental sessions to review and validate business processes, the business rules, business functional requirements and data dictionary items for each SOMS business process pertaining to Adult Institutions.
- Provides expertise during concept, design, and work product review, for system enhancements and maintenance releases.
- Participates in system sustainment and system triage meetings, in order to assist in providing resolution for system issues.
- Identify and analyze the gap between the SOMS business requirements and vendor products.
- Facilitate and assess alternatives and provide recommendations for solutions, as it pertains to Institutional operations and the SOMS application.
- Advises SOMS management of departmental policy and procedures changes, and ensures they are incorporated into the SOMS application.
- Ensure the SOMS program/design meet DAI requirements and operational mission for the Department Of Corrections and Rehabilitation.
- Testing of SOMS new functionality, Defects, Data Change Requests (DCR) or Change Requests (CR).
- Point of contact on issue escalation and resolution, in their area of expertise

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30 %	Training

- Develops SOMS training and deployment activities for the department statewide.
- Travels and conducts evaluations of institutional activities related to SOMS to ensure that best practices and training is provided and being used within Departmental Policy.
- Ensures the business process is addressed in a wide range of testing materials needed for SOMS.
- Participates in development and review of Institutional training plans and materials prior to deployment to staff.
- Provide first level User Training in proper CDCR and DAI policy and procedures as it relates to the SOMS system and the SOMS Mobile Applications.
- Validate training effectiveness with field staff to ensure they are meeting the business operational missions of SOMS and Mobile programs.

10%	Other Duties

- Attend meetings and mandatory training as required.
- Serves as SOMS Officer of the Day (SOD) and provide immediate, critical and high level support to all institutional field personnel during non-business hours in the capacity of the SOMS officer of the day (SOD).

This position is a rotational assignment. Acceptance of this assignment does not obligate you to remain for the entire duration of the assignment

This Duty Statement, including the activities, objectives, and performance standards, has been reviewed by the undersigned.

_____   _____

Employee's Signature   Date

_____   _____

Supervisor's Signature   Date